

**Course content |**

This highly interactive, practical and action-based learning workshop focuses on tools, techniques and best practices to influence and manage project stakeholders.

**What You'll Learn**

- Master the processes, tools, and best practices to identify, understand, engage and influence project stakeholders to increase project success.
- Comprehend goal-oriented principles and practices in developing effective strategies for communicating with both individuals and groups of stakeholders.
- Improve leadership and influencing skills over the project stakeholders by expanding the circle of power and influence.

**Who should attend? |**

- Associate project managers
- Project managers
- IT project managers
- Project coordinators
- Project analysts
- Project leaders
- Senior project managers
- Team leaders
- Product managers
- Program managers
- Project sponsors
- Project team members seeking the PMP or CAPM certification

**Course details |**

- Definition of Project Stakeholders and Project Stakeholder Management
- High Impact Project Stakeholder Management™ Model
- Project Stakeholder Identification Techniques
- Project Stakeholder Classification Techniques
- Assessing and Managing Project Stakeholders' Needs and Expectations
- Holistic Human Performance System
- Developing Influencing Skills and Dealing with Resistance
- Rapport Building with Project Stakeholders
- Resolving Conflicts among Project Stakeholders
- Effective Communication with Diverse Project Stakeholders
- Measuring Project Stakeholders' Satisfactions
- Managing Oneself to Expand the Circle of Power and Influence

**Course duration |**

2 days